ADMINISTRATIVE SERVICES

7

Activities and Functions
Accomplishments
Goals, Objectives, and Performance Measurements
Budget Summary
Position Summary

HEALTHY ARIZONA WORKSITES PROGRAM
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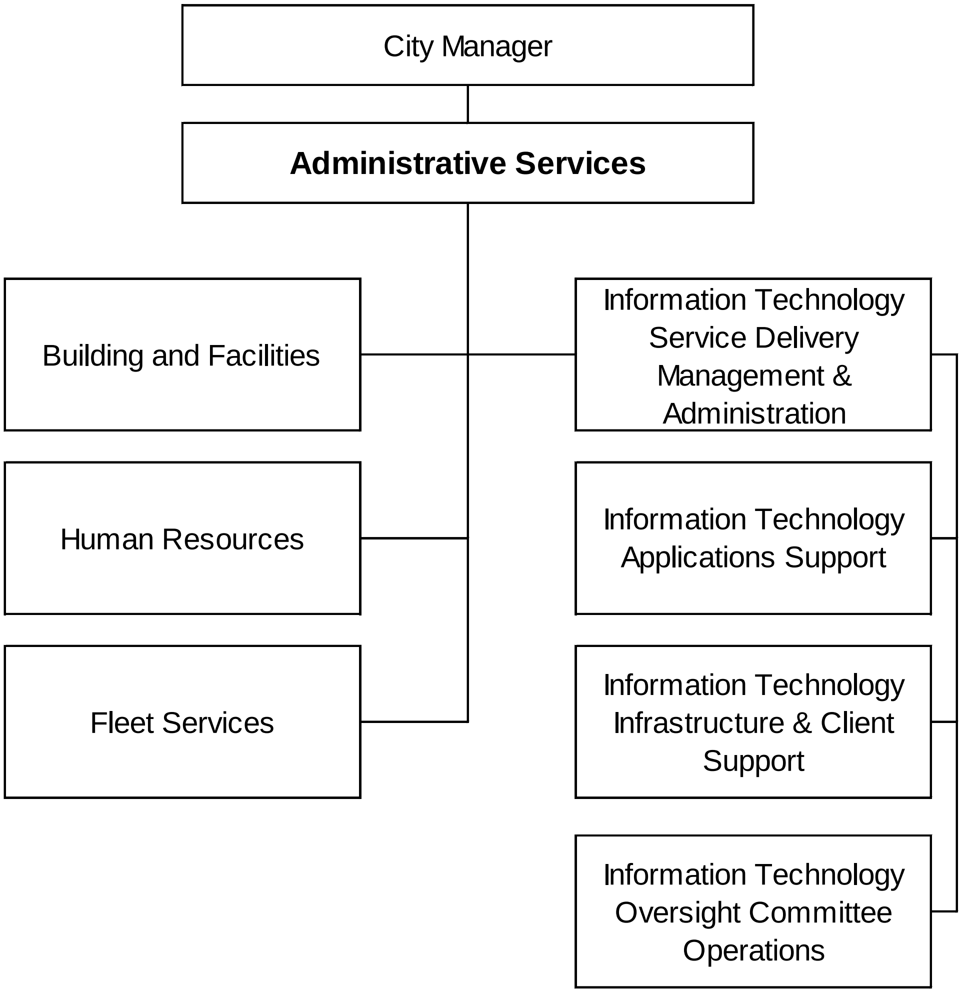
Ensuring wellness of being across the organization is the role of Administrative Services. By managing critical personnel and asset functions, they keep your municipal government running smoothly and unstressed.

CHANDLER WELLNESS


City Manager
Administrative Services
Building and Facilities
Human Resources
Fleet Services
Information Technology Service Delivery Management & Administration
Information Technology Applications Support
Information Technology Infrastructure & Client Support
Information Technology Oversight Committee Operations

The table below depicts the breakdown by division for the Fiscal Year 2017-18 Administrative Services Department Budget. Subsequent pages provide cost center descriptions, goals and objectives, performance measurements, budget summaries, authorized positions, and highlights of significant changes.

Administrative Services Overview

Expenditures by Cost Center	**2015-16 Actual Expenditures**	**2016-17 Adopted Budget**	**2016-17 Estimated Expenditures**	**2017-18 Adopted Budget**	**% Change Adopted to Adopted**
Human Resources(1)	$ -	$ -	$ -	$ 3,450,869	N/A
Workers' Compensation Liabilities(1)	-	-	-	2,479,500	N/A
Fleet Services(1)	-	-	-	1,182,062	N/A
Buildings and Facilities(1)	-	-	-	7,409,470	N/A
Buildings and Facilities Capital(1)	-	-	-	3,776,515	N/A
IT Service Delivery Mgmt & Admin(1)	-	-	-	2,039,353	N/A
IT Applications Support(1)	-	-	-	4,200,237	N/A
IT Infrastructure and Client Support(1)	-	-	-	2,957,655	N/A
ITOC Capital(1)	-	-	-	2,697,797	N/A
ITOC Operations(1)	-	-	-	199,681	N/A
IT Citywide Infrastructure Support Capital(1)	-	-	-	3,295,157	N/A
Total	**$ -**	**$ -**	**$ -**	**$ 33,688,296**	**N/A**
Expenditures by Category					
Personnel & Benefits					
Total Personnel	$ -	$ -	$ -	$ 14,026,636	
Ongoing	-	-	-	13,970,018	N/A
One-time	-	-	-	56,618	N/A
Operating & Maintenance	-	-	-	9,892,191	N/A
Capital - Major	-	-	-	9,769,469	N/A
Total	**$ -**	**$ -**	**$ -**	**$ 33,688,296**	**N/A**

Staffing by Cost Center	**2015-16 Revised**	**2016-17 Adopted**	**2016-17 Revised**	**2017-18 Adopted**	**% Change Adopted to Adopted**
Human Resources	0.000	0.000	0.000	23.000	N/A
Fleet Services	0.000	0.000	0.000	12.000	N/A
Buildings and Facilities	0.000	0.000	0.000	44.000	N/A
IT Service Delivery Mgmt & Admin	0.000	0.000	0.000	14.000	N/A
IT Applications Support	0.000	0.000	0.000	22.000	N/A
IT Infrastructure and Client Support	0.000	0.000	0.000	20.000	N/A
Total	**0.000**	**0.000**	**0.000**	**135.000**	**N/A**

(1) *Effective July 1, 2017, Buildings and Facilities, Buildings and Facilities Capital, Fleet Services, Human Resources, IT Applications Support, IT Citywide Infrastructure Support Capital, IT Infrastructure and Client Support, IT Service Delivery Management & Administration, ITOC Capital, ITOC Operations, and Workers Compensation Liabilities are transferred from the City Manager Department to the newly created Administrative Services Department.*

2016-17 Administrative Services Accomplishments

- Developed a sustainable Citywide Technology Strategic Plan and Roadmap.
- Implemented online building plan submittal and review in conjunction with the Transportation and Development Department and the Planning Division.
- Completed a fiber optic project to improve connectivity at remote City facilities.
- Developed an interim technology solution to assist the Tax and License Division in the transition of transaction privilege tax collections to the Arizona Department of Revenue.
- Developed a draft strategic plan for the City's Wellness Programs based on a review of the City's medical claims data, program evaluation, and input from City employees.
- Designed and delivered a new professional development course for employees in lead positions.
- Facilitated two mentoring sessions resulting in 81 pairings with a total of 162 mentors and protégés who participated in these programs to enhance their professional development.
- Completed extensive building renovations for the Police Hamilton facility and Forensics/Housing building.
- Implemented a pilot program to engage employees who return to work in a light duty status while recovering from an on-the-job injury. The program provides a catalog of computer-based training and cross utilization of assignments in other departments for them to participate in during their recovery period.
- Designed and delivered the eight-hour HazWOpER (Hazardous Waste Operations Emergency Response) Refresher course in-house, training over 140 employees at a cost savings to the City.
- Completed executive level recruitments vacated by retirements for City Clerk, Community Services Director, City Attorney, Assistant City Manager, and Neighborhood Resources Director.
- Worked with the Payroll Division to develop and implement the new tier structures required for the Public Safety Personnel Retirement System.
- Created the role of a Medical Leave Coordinator, who provides employees with a central point of contact regarding family, medical, and disability leaves that resulted in a more streamlined process and enhanced customer service.
- Implemented the new minimum wage and leave laws as required by Arizona Proposition 206.
- Began on-site wellness coordinator consultations and healthy solutions classes, reaching employees in 23 City facilities.
- Achieved the Gold Level Healthy Worksite designation from Maricopa County's public health initiative.
- Customized the Neighborhood Programs tool trailer in-house with tool racks, decals, shelving, and tie downs that resulted in better utility of the trailer while remaining under budget.
- Put into service 73 new vehicles; including a new Graffiti truck.
- Redesigned the Fleet Services customer reception area to enhance customer service.
- Completed bathroom renovations at Fire Station #3.
- Completed access control additions to the Chandler Center for the Arts and Chandler Boys and Girls Club.

Division:	Human Resources
Cost Center:	1250

Human Resources' mission is to strive to provide exceptional customer-driven services and develop opportunities in support of the following guiding principles: practice open and constructive communication; promote excellence in teamwork, customer service, and respect for individuals; and provide programs that balance the needs of the City with that of its employees and citizens. Additional responsibilities include management of the City's self-insured workers' compensation and medical programs, as well as the dental, short-term disability, and safety programs.

2017-18 Performance Measurements

Goal:
Retain a qualified workforce through the development, administration, and communication of programs, policies, and practices.

Supports Priority Based Budgeting Goal(s): Good Governance

Objectives:
- Provide expert personnel policy and procedural consulting to City managerial personnel and employees for various personnel actions while influencing positive management-workforce relationships.
- Provide a comprehensive and competitive benefit package to City employees and provide programs and education to City employees in order to improve utilization and understanding of benefits.
- Develop and deliver a comprehensive "Wellness Program" involving employees throughout the organization in order to manage rising healthcare costs through behavioral economics.
- Conduct compensation and classification studies to ensure the City remains competitive with other employers and to effectively balance the skills and abilities of employees with the needs of the City.
- Develop and deliver comprehensive training to further a positive and productive work environment consistent with the City's values, policies, and regulatory requirements.
- Provide resources for the efficient and effective administration of personnel actions.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Personnel Action Requests (PAR) processed	4,200	4,388	4,212	4,665	4,734
Number of classification/job studies conducted	34	56	40	60	60
Conduct annual benchmark survey for a minimum of 30% of active positions to compare Chandler's salaries with other Valley cities	100%	100%	100%	100%	100%
Number of training classes conducted for supervisory staff or employees related to compliance, policies, federal laws, or employee development	203	211	220	220	220
Participants who rated training programs as satisfactory or higher	98%	98%	98%	98%	98%
Conduct annual survey to compare Chandler's benefit packages with benchmark cities	100%	100%	100%	100%	100%
Number of workshops, assessments, and programs offered to employees in areas of wellness, benefits education, retirement, and financial planning	54	67	60	78	90
Number of technology process improvements implemented to maximize the use of staff resources(1)	N/A	7	7	7	7

(1) *New measure effective Fiscal Year 2015-16.*

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated."*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Human Resources – 1250 ≺≺≺

Goal:
To attract qualified employees to fill vacancies in the City through programs and policies that embodies equal employment opportunity practices.

Supports Priority Based Budgeting Goal(s): Good Governance

Objective:

- Provide an aggressive and effective recruitment and selection process to fill vacancies in all City departments.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Number of employment applications processed	14,339(1)	13,898	14,500	16,000(2)	16,500(3)

(1) Includes Tri-City Firefighter recruitment and Police recruitment.
(2) The 2016-17 Year End Estimate increased compared to the 2016-17 Projected due to an increased level of retirements.
(3) The 2017-18 Projected amount is higher than normal due to the number of new positions added in the Fiscal Year 2017-18 budget, as well as an anticipated Tri-City Firefighter recruitment.

Goal:
Provide for a cost effective Occupational Health and Safety program and ensure that the program is in compliance with all state and federal Occupational Safety and Health Act (OSHA) requirements.

Supports Priority Based Budgeting Goal(s): Good Governance

Objective:

- Monitor and affect the number of lost days via an aggressive Return to Work/Modified Duty program. Reduce the number of OSHA recordable injuries via an aggressive safety and education program.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Lost Days(4)	721	583	550	458	450
Lost personnel hours(4)	5,768	4,664	4,400	3,664	3,500
OSHA recordable injuries	112	95	90	102	100

(4) Statistics based on calendar year due to measurement period and OSHA reporting requirements.

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated."*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Human Resources – 1250 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 2,401,001	$ 2,521,449	$ 2,579,188	$ 2,549,022	$ 2,552,138	1.22%
Ongoing*	-	2,521,449	2,579,188	2,549,022	2,552,138	1.22%
One-time*	-	-	-	-	-	N/A
Professional/Contract	120,189	218,115	355,932	175,218	152,000	-30.31%
Operating Supplies	63,109	67,455	66,944	52,680	60,366	-10.51%
Repairs/Maintenance	3,044	4,500	4,500	4,250	4,500	0.00%
Communications/Transportation	10,297	8,250	8,250	7,802	8,750	6.06%
Insurance/Taxes	277,014	407,000	472,000	345,675	422,000	3.69%
Other Charges/Services	108,864	100,300	174,103	118,175	100,255	-0.04%
Machinery/Equipment	59,587	82,000	81,800	81,800	150,560	83.61%
Office Furniture/Equipment	-	420	420	400	300	-28.57%
Capital Replacement	-	-	-	980	-	N/A
Total Cost Center - 1250	**$ 3,043,103**	**$ 3,409,489**	**$ 3,743,137**	**$ 3,336,002**	**$ 3,450,869**	**1.21%**
General Fund	**$ 1,981,286**	**$ 1,946,880**	**$ 1,989,493**	**$ 1,948,281**	**$ 1,969,829**	
Workers' Comp Self Ins Fund	**728,736**	**949,892**	**1,041,517**	**827,163**	**1,021,384**	
Short-term Disability Self Ins Fund	**-**	**-**	**-**	**-**	**16,476**	
Medical Self Insurance Fund	**333,081**	**512,717**	**712,127**	**560,558**	**443,180**	
Grand Total	**$ 3,043,103**	**$ 3,409,489**	**$ 3,743,137**	**$ 3,336,002**	**$ 3,450,869**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

≻≻≻ Human Resources – 1250 ≺≺≺

Authorized Positions

Position Title	2013-14 Revised	2014-15 Revised	2015-16 Revised	2016-17 Adopted	2016-17 Revised	2017-18 Adopted
Administrative Services Director	0	0	0	0	1	1
Benefit Programs Manager	1	1	1	1	1	1
Benefits & Labor Relations Administrator	0	1	1	1	1	1
Director, Human Resources Division	1	1	1	1	0	0
Employee Services & HRMS Analyst	1	1	1	1	1	1
Employee Services & HRMS Manager	1	1	1	1	1	1
Human Resources Analyst	2	2	2	2	2	2
Human Resources Assistant	5	0	0	0	0	0
Human Resources Management Assistant	1	1	1	1	0	0
Human Resources Manager	2	1	1	1	1	1
Human Resources Specialist I	0	2	3	3	3	3
Human Resources Specialist II	0	2	2	2	2	2
Management Assistant	0	1	1	1	1	1
Medical Leave Coordinator	0	0	0	0	1	1
Organizational Development Coordinator	0	1	1	1	1	1
Safety Analyst	0	0	1	1	1	1
Safety Coordinator	1	1	1	1	1	1
Senior Human Resources Analyst	3	3	3	3	3	3
Training & Development Coordinator	1	0	0	0	0	0
Wellness Coordinator	0	0	1	1	1	1
Workers Compensation Coordinator	1	1	1	1	1	1
Total	**20**	**20**	**23**	**23**	**23**	**23**

Significant Budget and Staffing Changes

During Fiscal Year (FY) 2016-17 one Director, Human Resources Division position was reclassified to Administrative Services Director and one Human Resources Management Assistant position was reclassified to Medical Leave Coordinator.

Effective July 1, 2017, the Human Resources cost center is moved from City Manager Department to the newly created Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

FY 2017-18 reflects an ongoing funding increase for social media recruitment in the General Fund. The Workers' Compensation, Short-Term Disability, and Medical Self Insurance Funds reflect a reallocation of personnel expenses based on updated job duties, with the net effect being a shift from the Medical Self Insurance Fund to the Workers' Compensation and Short-Term Disability Self Insurance Funds. The Workers' Compensation Self Insurance Fund also reflects an ongoing funding increase to activate the workers' compensation module in the City's existing Riskmaster software, with the purchase partially offset with one-time funds.

Division:	Workers' Compensation Liabilities
Cost Center:	1251

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Insurance/Taxes	$ 1,801,919	$ 2,479,500	$ 2,479,500	$ 2,000,000	$ 2,479,500	0.00%
Total Cost Center - 1251	**$ 1,801,919**	**$ 2,479,500**	**$ 2,479,500**	**$ 2,000,000**	**$ 2,479,500**	**0.00%**
Workers' Comp Self Insurance Fund	**$ 1,801,919**	**$ 2,479,500**	**$ 2,479,500**	**$ 2,000,000**	**$ 2,479,500**	

Significant Budget Changes

Effective July 1, 2017, the Workers' Compensation Liabilities cost center is moved from City Manager Department to the newly created Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

The nature of self-insurance is unpredictable in that it requires estimating for expenses that may vary significantly from year to year. An actuarial analysis is completed each year to assist with the estimates and setting reserve levels.

The Chandler Workers' Compensation and Employer Liability Trust Board reviews rates and reserve levels annually and considers many factors to develop the contribution rates. The primary factor is keeping rates affordable while ensuring reserves are sufficient to maintain the health of the fund, which requires review of claim history to determine ongoing obligations versus one-time payouts.

The Fiscal Year 2017-18 Adopted Budget reflects the same level of claim expenses and a slight increase in contributions based on the use of 2017 workers' compensation rates.

Division: Fleet Services
Cost Center: 1270

Fleet Services provides preventive maintenance, repairs, and support for City vehicles. Specification writing, fabrication/welding, budget support, fuel control, and accident damage repair coordination are some of the main functions.

2017-18 Performance Measurements

Goal:
Provide a safe, efficient, and cost-effective fleet of vehicles and equipment to all City departments and maintain a high level of quality and professional maintenance on all City-owned equipment.

Supports Priority Based Budgeting Goal(s): Good Governance

Objective:

- The primary objective of the Fleet Services Division is to effectively maintain City vehicles in the most cost effective way possible, with the focus on deferring vehicle replacement and the expenditure of capital monies.
- Provide preventive maintenance and repairs to City vehicles and equipment to ensure the safety of employees and the public.
- Maintain the citywide vehicle replacement program, minimize cost and downtime, and monitor and replace City-owned vehicles at set replacement criteria.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Accidents attributed to equipment failure	0	0	0	0	0
Review City-owned vehicles at set criteria	101	72	174(1)	63(2)	163(1)
Preventive maintenance compliance rate	98%	97%	97%	98%	97%

(1) 2016-17 and 2017-18 Projected amounts reflect the number of vehicles planned for review by the Fleet Advisory Committee (FAC).
(2) 2016-17 Year-End Estimate reflects the number of vehicles to be purchased after review by the FAC.

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated".*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Fleet Services – 1270 ≺≺≺

Goal:
Maintain compliance with federal and state mandates with regards to safety and environment.

Supports Priority Based Budgeting Goal(s): Good Governance

Objectives:

- Contain costs and reduce fleet related expenses.
- Maintain minimal downtime of vehicles and equipment in order to increase employee productivity.
- Maintain a high level of customer satisfaction for repair and preventive maintenance services.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Service Rating Results:					
Excellent	80%	30%	30%	30%	30%
Above average	15%	60%	60%	60%	60%
Average	5%	10%	10%	10%	10%
Poor	0%	0%	0%	0%	0%
Fleet work order repair hours	12,526	9,510(1)	12,000	10,500(1)	11,000(1)
Factory warranty claims submitted(2)	15	250(2)	30	250(2)	250(2)

(1) Decline in work order repair hours due to the replacement of older vehicles with newer vehicles, which are under factory warranty.
(2) Updated measure from “Factory warranty” to “Factory warranty claims submitted” in Fiscal Year 2017-18 to add more clarity. The measure remains the same. The increase in factory warranty claims submitted is due to the new fleet of vehicles, with more repairs covered under factory warranty instead of work orders.

** 2016-17 Year End Estimate reflects “six months actual” and “six months estimated”.*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Fleet Services – 1270 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 989,452	$ 1,010,864	$ 1,038,023	$ 1,034,000	$ 1,036,886	2.57%
Ongoing*	-	1,010,864	1,038,023	1,034,000	1,036,886	2.57%
One-time*	-	-	-	-	-	N/A
Professional/Contract	-	-	2,300	2,300	2,300	N/A
Operating Supplies	21,730	40,761	53,814	51,868	53,614	31.53%
Repairs/Maintenance	-	-	1,700	1,700	1,700	N/A
Communications/Transportation	-	-	4,360	5,860	2,864	N/A
Other Charges/Services	-	-	1,808	2,317	1,808	N/A
Machinery/Equipment	59,048	30,000	31,696	27,696	39,006	30.02%
Capital Replacement	43,884	43,884	43,884	43,884	43,884	0.00%
Total Cost Center - 1270	**$ 1,114,113**	**$ 1,125,509**	**$ 1,177,585**	**$ 1,169,625**	**$ 1,182,062**	**5.02%**
General Fund	**$ 1,114,113**	**$ 1,125,509**	**$ 1,177,585**	**$ 1,169,625**	**$ 1,182,062**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

Authorized Positions

Position Title	2013-14 Revised	2014-15 Revised	2015-16 Revised	2016-17 Adopted	2016-17 Revised	2017-18 Adopted
Administrative Specialist	1	0	0	0	0	0
Fleet Equipment Service Writer	1	1	1	1	1	1
Fleet Inventory Specialist	1	1	1	1	1	1
Fleet Services Supervisor	1	1	1	1	1	1
Lead Fleet Technician	1	0	0	0	0	0
Lead Fleet Technician - CDL	0	0	0	0	2	2
Senior Administrative Assistant	0	1	1	1	1	1
Senior Fleet Technician	5	7	7	7	0	0
Senior Fleet Technician - CDL	0	0	0	0	5	5
Service Equipment Worker	1	1	1	1	1	1
Total	**11**	**12**	**12**	**12**	**12**	**12**

Significant Budget and Staffing Changes

During Fiscal Year (FY) 2016-17, two Senior Fleet Technician positions were reclassified to Lead Fleet Technician - CDL and five Senior Fleet Technician positions were renamed Senior Fleet Technician - CDL.

During FY 2016-17, Fleet Services was moved to City Manager Department from the Fire, Health and Medical Department. Effective July 1, 2017, the Fleet Services cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

FY 2017-18 reflects a one-time funding increase to upgrade computer hardware in order to increase efficiency.

Division:	Buildings and Facilities
Cost Center:	3200

Buildings and Facilities is responsible for maintaining 51 City-owned buildings and providing various maintenance duties at 19 additional City facilities. This includes providing custodial care and performing preventive maintenance.

2017-18 Performance Measurements

Goal:
Provide the general public and employees with a clean and safe environment through the use of effective and efficient cleaning and maintenance practices.

Supports Priority Based Budgeting Goal: Good Governance

Objectives:

- Provide emergency service for mechanical, sanitary, and environmental problems.
- Maintain cost effective maintenance and custodial practices through proactive management.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Custodial expenditures per square foot	$1.81	$1.96	$1.87	$2.01	$2.12

Goal:
Provide the general public and employees with a safe environment through the use of effective and efficient building maintenance practices.

Supports Priority Based Budgeting Goal: Good Governance

Objectives:

- Maintain cost effective building maintenance through proactive management.
- Maintain all public buildings in a maximum state of repair through use of an effective preventive maintenance program.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Building repair costs per square foot	$3.11	$3.07	$3.20	$3.48	$3.55
Percentage of preventive work orders over all work orders	44%	45%	45%	45%	45%

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated."*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Buildings and Facilities – 3200 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 3,140,417	$ 3,069,957	$ 3,139,789	$ 3,171,000	$ 3,164,220	3.07%
Ongoing*	3,140,417	3,069,957	3,139,789	3,171,000	3,164,220	3.07%
One-time*	-	-	-	-	-	N/A
Professional/Contract	43,468	181,871	171,581	131,481	161,840	-11.01%
Operating Supplies	935,221	917,527	1,020,823	1,008,334	934,527	1.85%
Repairs/Maintenance	863,160	680,807	776,104	766,104	764,727	12.33%
Communications/Transportation	16,574	15,178	16,226	19,926	18,088	19.17%
Insurance/Taxes	3,484	2,000	2,000	3,000	3,000	50.00%
Rents/Utilities	1,981,234	2,244,686	2,244,686	2,244,686	2,293,601	2.18%
Other Charges/Services	4,505	12,250	12,250	6,000	11,000	-10.20%
Building/Improvements	122	-	-	785	-	N/A
Machinery/Equipment	312	71,000	71,000	75,000	-	-100.00%
Wastewater System Improvements	50	-	-	-	-	N/A
Capital Replacement	61,857	58,467	58,467	58,467	58,467	0.00%
Total Cost Center - 3200	**$ 7,050,403**	**$ 7,253,743**	**$ 7,512,926**	**$ 7,484,783**	**$ 7,409,470**	**2.15%**
General Fund	**$ 7,050,403**	**$ 7,253,743**	**$ 7,512,926**	**$ 7,484,783**	**$ 7,409,470**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

≻≻≻ Buildings and Facilities – 3200 ≺≺≺

Authorized Positions

Position Title	2013-14 Revised	2014-15 Revised	2015-16 Revised	2016-17 Adopted	2016-17 Revised	2017-18 Adopted
Building Access & Administrative Coordinator	0	1	0	0	0	0
Business Systems Support Specialist	0	0	1	1	1	1
Contract Compliance Inspector	0	0	0	0	1	1
Custodial Supervisor	1	1	1	1	1	1
Custodian	20	20	21	21	21	21
Electrician	2	2	2	2	2	2
Facilities Maintenance Manager	1	1	1	1	1	1
Facilities Maintenance Superintendent	1	1	1	1	1	1
Facility Maintenance Technician	8	8	8	8	6	6
Facility Support Specialist	1	0	0	0	1	1
HVAC Technician	2	2	2	2	3	3
Lead Custodian	4	4	4	4	4	4
Lead Facilities Operations Technician	2	2	2	2	2	2
Total	**42**	**42**	**43**	**43**	**44**	**44**

Significant Budget and Staffing Changes

During Fiscal Year (FY) 2016-17, one Lead Facilities Operations Technician position was renamed Contract Compliance Inspector, one Facility Maintenance Technician position was reclassified to Lead Facilities Operations Technician, one Facility Maintenance Technician position was reclassified to HVAC Technician, and one Facility Support Specialist position was transferred from cost center 1520, Economic Development, in the Economic Development Division.

Effective July 1, 2017, the Buildings and Facilities cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

FY 2017-18 reflects one-time funding increases for an Energy Management Programmer and Park Electrician to supplement existing staff levels and develop a baseline activity level for preventive maintenance requirements (one-time funding was also approved for these purposes in FY 2016-17). FY 2017-18 also reflects ongoing funding increases for maintenance of the Site 3 Parking Garage and the Public Safety Training Facility, as well as utilities for the Public Safety Training Facility and the Southeast Fire Station. The FY 2017-18 increases are offset by the decrease of FY 2016-17 one-time funding for work tablets and an articulating lift.

Division: Buildings and Facilities Capital
Cost Center: 3210

Capital Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 22,766	$ -	$ -	$ 9,981	$ -	N/A
Ongoing*	-	-	-	9,981	-	N/A
One-time*	-	-	-	-	-	N/A
Professional/Contract	93,716	65,000	153,302	43,781	34,000	-47.69%
Operating Supplies	1,930	-	-	12,862	-	N/A
Repairs/Maintenance	15,393	-	320	11,159	-	N/A
Communications/Transportation	77	-	-	4,992	-	N/A
Other Charges/Services	18,499	-	-	771	-	N/A
Contingencies/Reserves	-	2,252,064	-	-	2,122,515	-5.75%
Building/Improvements	1,854,879	1,907,500	3,799,432	1,471,445	1,620,000	-15.07%
Office Furniture/Equipment	5,100	-	-	-	-	N/A
Street Improvements	-	-	-	6,364	-	N/A
Park Improvements	64,846	-	19,780	276,519	-	N/A
Total Cost Center - 3210	**$ 2,077,207**	**$ 4,224,564**	**$ 3,972,834**	**$ 1,837,874**	**$ 3,776,515**	**-10.61%**
General Gov't Capital Projects Fund	**$ 2,077,207**	**$ 3,902,064**	**$ 3,650,334**	**$ 1,837,874**	**$ 3,454,015**	
Grant Capital Fund	**-**	**322,500**	**322,500**	**-**	**322,500**	
Grand Total	**$ 2,077,207**	**$ 4,224,564**	**$ 3,972,834**	**$ 1,837,874**	**$ 3,776,515**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

Significant Budget Changes

Effective July 1, 2017, the Buildings and Facilities Capital cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

Significant budget variances for capital cost centers are primarily attributed to specific project completions related to the prior fiscal year and new projects for the new fiscal year. Fiscal Year (FY) 2017-18 incorporates the carryforward of unexpended program funding from FY 2016-17. Detail on the capital program is available in the 2018-2027 Capital Improvement Program.

Division: Information Technology Service Delivery Management & Administration
Cost Center: 1199

Information Technology (IT) is responsible for implementing, supporting, and coordinating the use of technology across City departments to ensure that accurate and timely information is provided to residents, elected officials, management, and staff. IT's Service Delivery Management & Administration Division is responsible for project management, business analysis, and computer applications training. This area also provides the overall financial management and administrative oversight for the entire division, citywide technology security practices, and oversight of citywide technology replacement funds and technology related project funding.

Information Technology Overview

Expenditures by Cost Center	**2015-16 Actual Expenditures**	**2016-17 Adopted Budget**	**2016-17 Estimated Expenditures**	**2017-18 Adopted Budget**	**% Change Adopted to Adopted**
IT Service Delivery Mgmt & Admin(1)	$ -	$ -	$ -	$ 2,039,353	N/A
IT Applications Support(1)	-	-	-	4,200,237	N/A
IT Infrastructure & Client Support(1)	-	-	-	2,957,655	N/A
ITOC Capital(1)	-	-	-	2,697,797	N/A
ITOC Operations(1)	-	-	-	199,681	N/A
IT Citywide Infrastructure Support Capital(1)	-	-	-	3,295,157	N/A
Total	**$ -**	**$ -**	**$ -**	**$ 15,389,880**	**N/A**

Expenditures by Category					
Personnel & Benefits					
Total Personnel	$ -	$ -	$ -	$ 7,473,392	
Ongoing	-	-	-	7,216,774	N/A
One-time	-	-	-	56,618	N/A
Operating & Maintenance	-	-	-	1,923,534	N/A
Capital - Major	-	-	-	5,992,954	N/A
Total	**$ -**	**$ -**	**$ -**	**$ 15,389,880**	**N/A**

Staffing by Cost Center	**2015-16 Revised**	**2016-17 Adopted**	**2016-17 Revised**	**2017-18 Adopted**	**% Change Adopted to Adopted**
IT Service Delivery Mgmt & Admin	0.000	0.000	0.000	14.000	N/A
IT Applications Support	0.000	0.000	0.000	22.000	N/A
IT Infrastructure & Client Support	0.000	0.000	0.000	20.000	N/A
Total	**0.000**	**0.000**	**0.000**	**56.000**	**N/A**

(1) *Effective July 1, 2017, all Information Technology cost centers are transferred from the City Manager Department to the newly created Administrative Services Department.*

≻≻≻ Information Technology Service Delivery Management & Administration – 1199 ≺≺≺

2017-18 Performance Measurements

Goal:
Provide effective administration, financial oversight, and coordination for Information Technology (IT) Applications and Data Systems, IT Infrastructure Operations, and Client Support in support of City goals and objectives. Ensure that IT Projects are managed through a consistent and effective process that enables business needs to be translated into sound technical solutions and in alignment with industry best practices. Manage projects and factors such as time, quality, budget, scope, and overall performance, which have an overall impact on the City's annual budget. Perform analysis of business processes to be used as a reference point for developing technical solutions to meet business needs.

Supports Priority Based Budgeting Goal: Good Governance

Objectives:

- Continue implementation of the initiatives of the City's IT Strategic Direction.
- Develop and implement systems and procedures that will improve operations.
- Provide administrative support, leadership, project management, and coordination of division activities.
- Facilitate communication within the division, the City Manager's office, and City Council to enable the accomplishment of goals and objectives.
- Provide citywide training opportunities for citywide applications.
- Facilitate and manage IT hardware and software application support and management contracts.
- Develop administrative policies and procedures and maintain all IT policies and procedures.
- Ensure that citywide IT projects are completed on time and within budget.
- Provide oversight and management of cyber security functions.(1)

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Percentage of IT projects utilizing the City standard project management system	87%	89%	90%	90%	92%
Number of times spending plans realigned to IT priorities and resources	4	4	4	4	4
Percentage of projects and targets completed on time and within budget	80%	82%	85%	85%	85%
Percentage of projects in alignment with IT Project Management Methodology	95%	95%	95%	95%	95%
Number of training opportunities	373	388	415	445	430
Percentage of maintenance/support agreements completed before expiration date	92%	93%	95%	95%	95%
Number of quarterly security assessments performed on City systems to identify risks(2)	3	5	4	6	6
Percentage of storage environment availability maintained, or updated(2)	99%	99%	99%	99%	99%

(1) New objective beginning Fiscal Year (FY) 2017-18.
(2) Performance measure moved from cost center 1280, Information Technology Infrastructure & Client Support, effective FY 2017-18.

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated."*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Information Technology Service Delivery Management & Administration – 1199 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 1,672,633	$ 1,651,768	$ 1,680,553	$ 1,593,000	$ 1,833,433	11.00%
Ongoing*	-	1,651,768	1,680,553	1,593,000	1,833,433	11.00%
One-time*	-	-	-	-	-	N/A
Professional/Contract	2,719	50,212	77,409	48,856	23,557	-53.08%
Operating Supplies	56,453	19,160	19,160	23,375	26,292	37.22%
Repairs/Maintenance	38,226	71,468	112,614	97,162	61,226	-14.33%
Communications/Transportation	14,966	22,200	22,200	23,460	23,550	6.08%
Other Charges/Services	17,369	29,670	29,670	26,112	40,740	37.31%
Machinery/Equipment	-	-	-	9,950	30,000	N/A
Capital Replacement	-	-	-	145	555	N/A
Total Cost Center - 1199	**$ 1,802,366**	**$ 1,844,478**	**$ 1,941,606**	**$ 1,822,060**	**$ 2,039,353**	**10.57%**
General Fund	**$ 1,802,366**	**$ 1,844,478**	**$ 1,941,606**	**$ 1,822,060**	**$ 2,039,353**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

≻≻≻ Information Technology Service Delivery Management & Administration – 1199 ≺≺≺

Authorized Positions

Position Title	2013-14 Revised	2014-15 Revised	2015-16 Revised	2016-17 Adopted	2016-17 Revised	2017-18 Adopted
Administrative Assistant	0	1	0	0	0	0
Administrative Support II	1	0	0	0	0	0
Chief Information Officer	1	1	1	1	1	1
Executive Assistant	1	0	0	0	0	0
IT Applications Specialist	1	0	0	0	0	0
IT Coordinator	1	0	0	0	0	0
IT GIS Coordinator	1	0	0	0	0	0
IT GIS Database Analyst	1	0	0	0	0	0
IT Principal Service Delivery Analyst	0	2	2	2	2	2
IT Project Manager	1	0	0	0	0	0
IT Security Administrator	0	0	0	0	0	1
IT Senior Project Manager	1	0	0	0	0	0
IT Senior Service Delivery Analyst	0	5	4	4	4	4
IT Service Delivery Coordinator	0	1	1	1	1	1
IT Services Manager	1	1	1	1	1	1
IT Training Coordinator	1	1	1	1	1	1
Management Assistant	0	0	0	0	1	1
Office Assistant	0	1	1	1	1	1
Operations System Analyst	1	0	0	0	0	0
Senior Administrative Assistant	0	0	1	1	0	0
Senior Management Analyst	0	1	1	1	1	1
Senior Management Assistant	1	0	0	0	0	0
Systems Analyst	1	0	0	0	0	0
Total	**14**	**14**	**13**	**13**	**13**	**14**

Significant Budget and Staffing Changes

During Fiscal Year (FY) 2016-17, one Senior Administrative Assistant position was reclassified to Management Assistant.

Effective July 1, 2017, one IT Security Administrator position is transferred from cost center 1280, IT Infrastructure and Client Support, and the IT Service Delivery Management & Administration cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

FY 2017-18 reflects ongoing funding increases for software support and maintenance and additional licenses for online meeting services.

Division:	Information Technology Applications Support
Cost Center:	1200

Information Technology (IT) is responsible for implementing, supporting, and coordinating the use of technology across City departments to ensure that accurate and timely information is provided to residents, elected officials, management, and staff. IT's Applications Support Division is responsible for maintaining, implementing, and supporting City applications and databases, which includes off-the shelf, customized, and City-developed applications and databases necessary to meet City operations and reporting requirements.

2017-18 Performance Measurements

Goal:
Provide IT services to all City departments by maintaining and providing enhancements for all enterprise-wide integrated application systems to assist in managing the City's services and future growth.

Supports Priority Based Budgeting Goal: Good Governance

Objectives:

- Help City employees leverage existing City data through enterprise systems.
- Implement enterprise data models and standards using industry best practices.
- Provide high availability of IT-supported City enterprise applications.
- Provide training and support to meet requirements in accordance with IT Service Level Agreements (SLA's).

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Percentage of citywide applications availability during defined application operating hours	98.5%	99%	99%	99%	99%
Percentage of projects adhering to IT project methodology and meeting milestones and completion dates	90%	90%	90%	90%	90%
Percentage of service requests completed within 90 days of starting work	91%	91%	92%	92%	92%
Percentage of citywide applications maintained at actively-supported versions of vendor software(1)	80%	91%	91%	92%	92%
Percentage of database availability maintained for core applications	99%	99%	99%	99%	99%

(1) *The Information Technology Oversight Committee did not accept new projects for Fiscal Year (FY) 2015-16, so this maintenance effort should return to normal in FY 2015-16.*

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated."*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Information Technology Applications Support – 1200 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 2,518,838	$ 2,708,192	$ 2,856,192	$ 2,789,000	$ 3,004,267	10.93%
Ongoing*	-	2,708,192	2,856,192	2,789,000	3,004,267	10.93%
One-time*	-	-	-	-	-	N/A
Professional/Contract	-	197,000	341,797	351,199	56,000	-71.57%
Operating Supplies	8,055	2,964	5,077	5,332	8,173	175.74%
Repairs/Maintenance	919,804	1,002,577	1,071,226	1,085,357	1,056,409	5.37%
Communications/Transportation	11,183	11,000	11,000	10,400	25,150	128.64%
Other Charges/Services	26,982	19,965	19,965	19,965	42,532	113.03%
Machinery/Equipment	1,479	-	84,356	85,841	3,206	N/A
Capital Replacement	4,500	4,500	4,500	5,070	4,500	0.00%
Total Cost Center - 1200	**$ 3,490,841**	**$ 3,946,198**	**$ 4,394,113**	**$ 4,352,164**	**$ 4,200,237**	**6.44%**
General Fund	**$ 3,490,841**	**$ 3,946,198**	**$ 4,394,113**	**$ 4,352,164**	**$ 4,200,237**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

Authorized Positions

Position Title	2013-14 Revised	2014-15 Revised	2015-16 Revised	2016-17 Adopted	2016-17 Revised	2017-18 Adopted
IT Application Support Specialist	1	0	0	0	0	0
IT Applications Manager	0	1	1	1	1	1
IT Applications Specialist	1	0	0	0	0	0
IT Applications Support Manager	1	0	0	0	0	0
IT Database Administrator	0	1	1	1	1	1
IT Database Analyst	1	1	1	1	1	1
IT Messaging Analyst	0	0	0	0	1	1
IT Messaging Application Developer	1	1	0	0	0	0
IT Messaging Integration Developer	0	0	2	2	2	2
IT Principal Programmer/Analyst	0	2	2	2	2	2
IT Principal Systems Analyst	1	0	0	0	0	0
IT Programmer	0	2	1	1	1	1
IT Programmer/Analyst	0	3	4	4	4	5
IT Senior Database Administrator	0	1	1	1	1	1
IT Senior Database Analyst	1	0	0	0	0	0
IT Senior Programmer/Analyst	0	6	7	7	7	7
Senior Systems Analyst	5	0	0	0	0	0
Systems Analyst	6	0	0	0	0	0
Total	**18**	**18**	**20**	**20**	**21**	**22**

Significant Budget and Staffing Changes

During Fiscal Year (FY) 2016-17, one IT Messaging Analyst position was transferred from cost center 1280, IT Infrastructure and Client Support.

Effective July 1, 2017, the IT Applications Support cost center is moved from the City Manager Department to the newly created Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview. FY 2017-18 reflects the addition of one IT Programmer/Analyst position with associated one-time and ongoing increases in operations and maintenance funding.

Division:	IT Infrastructure & Client Support
Cost Center:	1280

Information Technology (IT) is responsible for implementing, supporting, and coordinating the use of technology across City departments to ensure that accurate and timely information is provided to residents, elected officials, management, and staff. IT's Infrastructure & Client Support Division is responsible for maintaining and supporting the City's network, telephony, server, web, and storage operations. This area provides end user device support including device deployment and repair, computer application deployment and license management, and standard office application support.

2017-18 Performance Measurements

Goal:

Provide technology services for City departments through effective, efficient development of integrated computer systems to improve the overall effectiveness and efficiency of City administrative and information services.

Supports Priority Based Budgeting Goal: Good Governance

Objectives:

- Enhance computer security and provide security technologies roadmap to meet strategic goals.
- Enhance messaging stability.
- Perform data backups during specific timeframes.
- Perform tape backup restore to ensure data is valid and recoverable.
- Perform vulnerability test on systems.
- Provide system availability for citywide functions.
- Manage computer hardware and software assets.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Number of quarterly security assessments performed on City systems to identify risks	3	5	4	6	N/A(1)
Total number of help desk requests completed	3,750	4,100	4,000	3,700	4,000
Percentage of satisfied customers on team projects/help desk requests	80%	80%	80%	80%	80%
Percentage of security compliance standards met on servers	75%(2)	80%	85%	85%	85%
Percentage of reliability of messaging systems maintained	96%	98%	98%	98%	N/A(3)
Percentage of network availability maintained	99%	99%	99%	99%	99%
Percentage of server environment availability maintained	98%	98%	98%	98%	98%
Percentage of storage environment availability maintained, or updated.	99%	99%	99%	99%	N/A(1)
Number of security policies developed and implemented	2	3	3	4	6
Percentage of telephone service requests completed within 5 business days of ticket opening or planned start date	80%	80%	80%	80%	80%
Percentage of IT computer hardware and software inventory maintained	75%	85%	85%	80%	80%

(1) *Measure moved to cost center 1199, Information Technology Service Delivery Management & Administration, effective Fiscal Year (FY) 2017-18.*

(2) *The decrease in FY 2014-15 is due to implementation of security audit recommended changes. Once the changes were implemented, subsequent years' percentages are anticipated to increase until achieving the prior high compliance percentage.*

(3) *This measure is discontinued effective FY 2017-18.*

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated.*

"Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ Information Technology Infrastructure & Client Support – 1280 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 2,438,563	$ 2,718,361	$ 2,766,733	$ 2,590,202	$ 2,435,692	-10.40%
Ongoing*	-	2,669,086	2,717,458	2,540,927	2,379,074	-10.87%
One-time*	-	49,275	49,275	49,275	56,618	14.90%
Professional/Contract	49,734	19,400	20,808	20,808	15,000	-22.68%
Operating Supplies	28,806	46,457	46,457	44,969	40,772	-12.24%
Repairs/Maintenance	183,032	144,114	149,335	153,906	147,499	2.35%
Communications/Transportation	58,715	125,037	144,986	146,653	92,116	-26.33%
Rents/Utilities	12,512	-	-	-	-	N/A
Other Charges/Services	35,880	73,200	73,200	73,200	20,000	-72.68%
Machinery/Equipment	17,206	63,650	63,650	63,650	203,650	219.95%
Capital Replacement	2,926	2,926	2,926	2,926	2,926	0.00%
Total Cost Center - 1280	**$ 2,827,375**	**$ 3,193,145**	**$ 3,268,095**	**$ 3,096,314**	**$ 2,957,655**	**-7.37%**
General Fund	**$ 2,827,375**	**$ 3,193,145**	**$ 3,268,095**	**$ 3,096,314**	**$ 2,957,655**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

≻≻≻ Information Technology Infrastructure & Client Support – 1280 ≺≺≺

Authorized Positions

Position Title	2013-14 Revised	2014-15 Revised	2015-16 Revised	2016-17 Adopted	2016-17 Revised	2017-18 Adopted
IT Communications Coordinator	1	0	0	0	0	0
IT Desktop Specialist	2	0	0	0	0	0
IT Desktop Technician	3	0	0	0	0	0
IT Infrastructure Manager	1	1	1	1	1	1
IT Messaging Analyst	1	1	1	1	0	0
IT Network Analyst	2	1	1	1	1	1
IT Network Technician	0	1	1	1	1	1
IT Principal Systems Specialist	2	2	2	2	2	2
IT Security Administrator	1	1	1	1	1	0
IT Security Analyst	1	1	1	1	1	1
IT Senior Communications Coordinator	1	0	0	0	0	0
IT Senior Network Analyst	0	2	2	2	2	2
IT Senior Systems Specialist	1	1	1	1	1	1
IT Service Desk Specialist	0	2	2	2	2	2
IT Service Desk Supervisor	1	1	1	1	1	1
IT Service Desk Technician	0	3	3	4	4	4
IT Systems Specialist	2	2	2	2	2	2
IT Web Developer	0	0	0	1	1	1
IT Webmaster	1	1	1	1	1	1
Total	**20**	**20**	**20**	**22**	**21**	**20**

Significant Budget and Staffing Changes

During Fiscal Year (FY) 2016-17, one IT Messaging Analyst position was transferred to cost center 1200, IT Applications Support.

Effective July 1, 2017, one IT Security Administrator position is transferred to cost center 1199, IT Service Delivery Management & Administration, and cost center 1280, IT Infrastructure and Client Support, is moved from the City Manager Department to the newly created Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview. FY 2017-18 reflects a one-time addition to Personnel for temporary IT Help Desk support.

FY 2017-18 also reflects one-time funding increases to purchase storage capacity for records retention purposes.

Division:	Information Technology Oversight Committee (ITOC) Capital
Cost Center:	1285

Capital Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Professional/Contract	$ 551,229	$ 339,700	$ 1,344,220	$ 212,479	$ 200,000	-41.12%
Operating Supplies	73,237	-	4,763	-	-	N/A
Repairs/Maintenance	1,200	-	-	-	-	N/A
Communications/Transportation	7,941	-	10,424	1,261	-	N/A
Other Charges/Services	8,300	-	30,000	25	-	N/A
Contingencies/Reserves	-	2,184,048	314,288	-	2,257,507	3.36%
Machinery/Equipment	478,220	281,000	782,577	-	240,290	-14.49%
Total Cost Center - 1285	**$ 1,120,128**	**$ 2,804,748**	**$ 2,486,272**	**$ 213,765**	**$ 2,697,797**	**-3.81%**
General Gov't Capital Projects Fund	**$ 1,111,128**	**$ 2,775,486**	**$ 2,457,010**	**$ 193,528**	**$ 2,688,772**	
Water Operating Fund	**-**	**21,644**	**21,644**	**15,239**	**6,405**	
Wastewater Operating Fund	**9,000**	**620**	**620**	**-**	**620**	
Solid Waste Operating Fund	**-**	**6,998**	**6,998**	**4,998**	**2,000**	
Grand Total	**$ 1,120,128**	**$ 2,804,748**	**$ 2,486,272**	**$ 213,765**	**$ 2,697,797**	

Significant Budget Changes

Effective July 1, 2017, the ITOC Capital cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

Significant budget variances for capital cost centers are primarily attributed to specific project completions related to the prior fiscal year and new projects for the new fiscal year. Fiscal Year (FY) 2017-18 incorporates the carryforward of unexpended program funding from FY 2016-17. Detail on the capital program is available in the 2018-2027 Capital Improvement Program.

Division:	Information Technology Oversight Committee Operations (ITOC)
Cost Center:	1286

The Information Technology Oversight Committee (ITOC) Operating Division plans, develops, monitors, and documents Information Technology (IT) Projects.

2017-18 Performance Measurements

Goal:
Ensure that City IT Projects are managed through a consistent and effective process that enables business needs to be translated into sound technical solutions and in alignment with industry best practices. Manage projects and factors such as time, quality, budget, scope, and overall performance, which have an overall impact on the City's annual budget.

Supports Priority Based Budgeting Goal: Good Governance

Objectives:
- Improve IT project completion rate using the established project management methodology.
- Ensure that best business decisions are made through leveraging tools, research, and analysis, and more effectively communicating and translating business needs into technical requirements.
- Provide IT Project Sponsors with increased services, structure, tools, and training needed to effectively submit, approve, and track projects.
- Improve communication with customers, stakeholders, and key-decision makers through various communication channels.
- Improve the Project Management Office Implementation by revisiting the following: project management training, website, tracking system, project archiving, and standardization of documents and process.

Measures	2014-15 Actual	2015-16 Actual	2016-17 Projected	2016-17 Year End Estimate *	2017-18 Projected
Percentage of projects and targets completed on time and within budget	85%	85%	87%	87%	90%
Percentage of quarterly targets met for projects	80%	82%	85%	85%	85%
Percentage of projects adhering to IT Project Management Methodology	92%	93%	95%	95%	95%
Percentage of IT projects prioritized and reviewed on a quarterly basis	95%	95%	95%	95%	95%

** 2016-17 Year End Estimate reflects "six months actual" and "six months estimated."*
Note: All measurements are through June 30th, the last day of the fiscal year.

≻≻≻ ITOC Operations – 1286 ≺≺≺

Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Operating Supplies	$ 429	$ -	$ -	$ -	$ -	N/A
Repairs/Maintenance	73,354	152,681	152,356	14,675	199,681	30.78%
Total Cost Center - 1286	**$ 73,783**	**$ 152,681**	**$ 152,356**	**$ 14,675**	**$ 199,681**	**30.78%**
General Fund	**$ 73,783**	**$ 152,681**	**$ 152,356**	**$ 14,675**	**$ 199,681**	

Significant Budget Changes

Effective July 1, 2017, the ITOC Operations cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

Fiscal Year 2017-18 reflects ongoing increases in funding for the Learning Management System Replacement and Event Management System ITOC projects.

Division: Information Technology Citywide Infrastructure Support Capital
Cost Center: 1287

Capital Budget Summary

Description	2015-16 Actual Expenditures	2016-17 Adopted Budget	2016-17 Adjusted Budget	2016-17 Estimated Expenditures	2017-18 Adopted Budget	% Change Adopted to Adopted
Personnel Services						
Total Personnel	$ 7,665	$ -	$ -	$ 810	$ -	N/A
Ongoing*	-	-	-	810	-	N/A
One-time*	-	-	-	-	-	N/A
Professional/Contract	115,114	172,000	458,305	157,759	702,760	308.58%
Operating Supplies	314	-	-	-	-	N/A
Repairs/Maintenance	-	-	80,547	80,547	-	N/A
Other Charges/Services	597	268,000	268,000	188,710	206,000	-23.13%
Contingencies/Reserves	-	1,131,816	-	-	1,265,797	11.84%
Machinery/Equipment	270,687	174,000	814,706	408,190	497,600	185.98%
Office Furniture/Equipment	50,000	478,000	480,255	-	452,000	-5.44%
Capital Replacement	-	107,346	107,346	107,346	171,000	59.30%
Total Cost Center - 1287	**$ 444,378**	**$ 2,331,162**	**$ 2,209,159**	**$ 943,362**	**$ 3,295,157**	**41.35%**
General Gov't Capital Projects Fund	**$ 444,378**	**$ 2,331,162**	**$ 2,209,159**	**$ 943,362**	**$ 3,295,157**	

** Ongoing and One-time Personnel Services detail not available for 2015-16 Actual Expenditures.*

Significant Budget Changes

Effective July 1, 2017, the Information Technology Citywide Infrastructure Support Capital cost center is moved from the City Manager Department to the Administrative Services Department. For presentation purposes, the prior year history is reflected in this summary, but not in the Administrative Services Department overview.

Significant budget variances for capital cost centers are primarily attributed to specific project completions related to the prior fiscal year and new projects for the new fiscal year. Fiscal Year (FY) 2017-18 incorporates the carryforward of unexpended program funding from FY 2016-17. Detail on the capital program is available in the 2018-2027 Capital Improvement Program.